

DOLIR REVIEW

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Department Employees Recognized for Work on Workers' Comp Renovation Project

More than 20 department employees from the Division of Workers' Compensation, Information Systems, Administration, DOLIR Director's Office, Missouri Commission on Human Rights and the Governor's Council on Disability were recognized September 30, 2002 for their contributions to the successful completion of recent major renovations made to the Division of Workers' Compensation's offices in the DOLIR building on Truman Boulevard in Jefferson City.

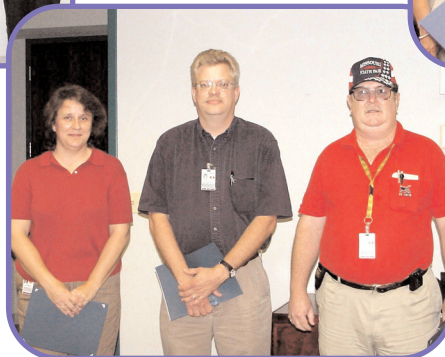
From initial design to completion, the renovations took nearly two years to complete, but actual construction was done in a period of less than two months, on time and within budget.



Janet Farley, Information Systems; Roselyn Wood, Division of Workers' Compensation; Debbie Troesser, Division of Workers' Compensation; and Leslie Shoop, Office of Administration-Facilities Management, received special recognition for their roles in the successful renovation project.



Some of the employees recognized for their work on recent renovations in the Division of Workers' Compensation are (from left): Karla Hogg, DOLIR Director's Office; Beth Whaley, Governor's Council on Disability; Amy Barnhouse and Hydi Godsey, Missouri Commission on Human Rights; and Donna Borgmeyer, Governor's Council on Disability.



Jackie Duff, Alan Spears and Bernie Bechtel of Information Systems were recognized for their part in the renovation project.



Doug Stephan, Larry Groves and Jeff Walz of the Department's Supply section, were also recognized.

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JOETTA EAGLEBURGER

Title:
Claims Supervisor III

Division:
*Division of Employment
Security*

Section:
*Springfield Regional
Claims Center*

Location:
Springfield, MO



Employee Profile

Q *What do you consider the most important thing your program/division does for Missouri citizens?*

A We ensure unemployed workers get compensated in a timely manner.

Q *How does what you personally do in your job help or affect Missouri citizens?*

A It is my job to train and provide support to the technicians who are filing and administering all types of claims for the citizens of Missouri. I also provide information and assistance to both employers and claimants.

Q *How do you think what you do could be improved or changed to better serve Missourians?*

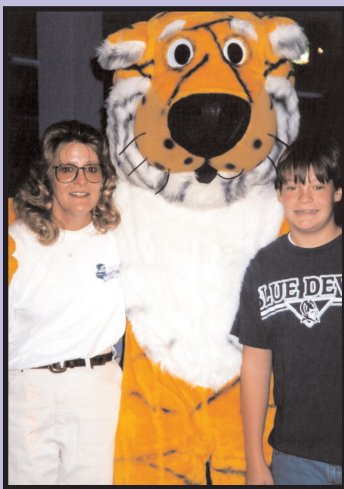
A The Division is moving toward automation, but more staff is needed for assistance that the computer cannot provide.

Q *What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?*

A The people to whom we provide service are often frustrated, confused and upset. It is our job to ascertain what their particular situation is and help them understand their rights. It is very gratifying to see the benefits checks go out and to hear their sincere words of thanks for assisting them, even when the results do not go in their favor.

First Annual Cosmic Bowl Raises Money for Kid's Chance Scholarship Fund

More than 100 bowlers took part in the first annual Cosmic Bowl event held in Jefferson City on October 19, 2002 at West Gate



From left: Donna Bassman and her son Chris.

Lanes. Cosmic Bowl is a benefit for Kids' Chance of Missouri, a non-profit organization that provides scholarships for children ages 16-25 whose parents have sustained a serious injury or death in a Missouri work-related accident.

The Division of Workers' Compensation was one of the event's sponsors. Rhonda Forck of the Division of Workers' Compensation and Beth Whaley of the Governor's Council on Disability helped organize the event.

The event was a great success, raising between \$6,000 and \$6,500 for the scholarship fund. Twenty-two teams of bowlers participated.

A silent auction was also held, for items including club box seats to a Rams football game and Cardinals baseball tickets.



*Cosmic Bowl committee members (from left):
Front row: Michelle Varcho, Amy Frank,
Melissa Hart, Cora Butler. Second row:
Naomi Pearson, Beth Whaley, Malana
Pringle, Truman Allen, Truman the Tiger,
Rhonda Forck and Kate Lange.*



DIRECTOR'S MESSAGE

Welcome Our Youth Cabinet Members

In October Governor Holden announced 45 appointments to his Youth Cabinet, an advisory council made up of young Missourians, to allow them the opportunity to voice their ideas about how to make Missouri a better place. Cabinet members were assigned to departments based on their specific areas of interest.

The idea is to get young people more involved and interested in state and local issues and open up a dialogue between young people and the decision-makers of the state.

The Department of Labor and Industrial Relations is fortunate to be assigned two of these cabinet members, Justin Ormsby and Anna Jinkerson.

Justin and Anna will be working with our executive staff members during their time with us. We view them as true members of the department's executive staff and will involve them in various projects and programs.

Welcome, Justin and Anna. We look forward to your input and ideas.



Anna Jinkerson and Justin Ormsby.

Catherine Shephard

DES Employee is a Star on the Softball Field

When Julie Joens isn't working as a contributions technician in the Contributions Section of the Division of Employment Security in Jefferson City, there is a good chance you might find her on the softball field.

Julie loves softball, and played with several different area teams last summer. Although she usually plays third base or shortstop, problems with her right shoulder about halfway through this past season forced her to play catcher or second base.

But changing her field position didn't change her success on the field. This past August, her women's slow pitch softball team entered the Women's Class D state tournament in Jefferson City. Even though the team was new and had not played together before, they went 3 and 2, which was good enough for first place. Spectators Sports Bar and Billiards in Jefferson City sponsored the team.



Julie's softball team after their win at the regionals last summer. Julie is the third from the left.

In late August they went to regional playoffs, held in Overland Park, Kansas. There they had an impressive record of 5 and 0 and finished first again. This meant they were eligible to go to the national Class D tournament in Washington State.

"We were ready to book flights," Joens said. But because of the expense and need to take time off from work, they opted instead to jump up a class and play in the Class

C tournament being held in Liberty, Missouri in September. The Class C nationals included teams from Missouri, Kansas, Iowa, North Dakota, South Dakota, Oklahoma, California, Minnesota, Montana, Texas and Alaska.

Because they had moved up a class, the competition proved tougher. The team ended with a record of 1 and 2, good enough to finish 25th out of 44 teams.

"We had a great time and it was wonderful experience," she said. "The fact that all the girls are competitive spirits but like to have fun at the same time made this team a great team to be around, on and off the field."

Joens plans to play softball again next summer, but says she needs to get healthy again first. "I'll need to do some serious rehab on my shoulder during the off season."

GCD Director Named Member of Missouri Training and Employment Council

Gov. Bob Holden has nominated Robert W. Honan, 37, as a member of the Missouri Training and Employment Council.

Honan serves as the executive director for the Governor's Council on Disability. He formerly served as executive director of Warrensburg Independent Living Services. He earned a bachelor's degree from Westminster College in Fulton, a master's degree from the University of Missouri-Columbia and a master's degree in public administration from the University of Missouri-Kansas City.

The Missouri Training and Employment Council studies and makes recommendations regarding the improvement of the state's job training service delivery network. Such recommendations consider improved federal and state resource use and expanded coordination of state job training and employment activities. The council serves as a forum for public and private sector representation to encourage cooperative uses of training and employment, funding, facilities and staff resources for a more comprehensive and coordinated statewide system.

Honan replaces Michele Ohmes, who resigned.

Quote of the Month

Lead like you would want to be led, and they will follow.

-Anonymous

Information Systems Chief Earns Doctorate



Jearl E. Reagan I, chief information officer, has been awarded a Doctor of Philosophy in Martial Arts Education. "Massive amounts of research, combined with hard work and creativity have paid off," said Reagan of his new degree.

Dr. Klaus Schumacher, president of the World Martial Arts League, awarded the degree after review of Reagan's doctoral thesis "Comparative Similarities between Non-Traditional Defensive Arts and Military Combative Techniques," on August 24, 2002.

When asked what is next, Reagan says he will start the final phase of his Doctor of Philosophy in Management Information Systems program in the spring of 2003. "That should keep my free time occupied," he said.

Carol Rice is August Employee of the Month

Carol Rice, executive secretary for the Missouri Commission on Human Rights in Jefferson City has been selected August 2002 Employee of the Month.

Rice provides administrative support for the director of the Missouri Commission of Human Rights, as well as the Commission members. Her co-workers depend on her as an extremely efficient worker who handles a large volume of work with little supervision.

"Carol exemplifies the consummate professional in her interactions with the public, the Commissioners and the staff," they say. "She can be counted on to always be there when we need her."

Gordon DeBroeck is September Employee of the Month



Gordon DeBroeck, a maintenance supervisor in the Department's Facilities and Maintenance section in Jefferson City, has been selected September 2002 Employee of the Month.

Debroeck was selected for his willingness to assist in major moves within the Division of Employment Security. His nominators noted that Gordon's knowledge and ability to view a project before it takes place help facilitate ultimate construction and moves. "His expertise and overall knowledge of moving people who must continue to work is very much appreciated," they said.

Division of Employment Security Receives Grant to Create Online Wage Reporting System

The Division of Employment Security has received a \$500,000 grant from the U.S. Department of Labor to create and implement a system that will allow Missouri employers to submit required quarterly wage reports on the Internet.

The grant proposal was written by Saralinda Viggers from UI Programs; Diane Nilges, Cindy Guthrie and Betty Siebenack from Employer Contributions; and Randy Wilkerson from Information Systems.

Work has already begun on the new system, which will be particularly advantageous to small and medium sized employers who are now filing paper forms each quarter. The system will help cut down on the number of errors in the calculation of contributions owed. And employers will be able to file their reports quicker and easier, helping them avoid penalties for filing late.

The system will also save the Division of Employment Security time and money now spent on paper forms and mail processing.

"This is a project we are very excited about," said Gracia Yancey Backer, director of the Missouri Division of Employment Security. "Online wage reporting is another way we can help make our

services better and more efficient. This will definitely save our employers, and our state government, time and money."

All employers subject to Missouri's unemployment insurance law must file a combined contribution and wage report with the Division of Employment Security each calendar quarter. At present, there are almost 130,000 liable, active employers in Missouri. Currently, employers with fewer than 250 employees now file the reports by sending in paper forms with a check. Employers with more than 249 employees file their reports on magnetic media (computer disk or tape).

With the new system, employers will be able to access a secure web site from any personal computer with Internet access, enter quarterly changes to their report and submit them electronically. In addition to filing wage reports, employers will also be able to use the website to calculate their unemployment taxes due, make contribution payments electronically, submit information concerning changes to their account information, and email questions to the Division's staff.

Division officials expect the system to be operational within a year.

Appeals Section Welcomes Two New Referees



Richard Craven and Martha Neal have joined the Department's Appeals Section as appeals referees.

Richard Craven previously worked as an independent attorney and a law firm partner in Michigan before returning to Missouri to begin working for the Department this past July. He grew up in the Columbia, MO area and earned his Bachelor of Science and Juris Doctorate degrees from the University of Missouri-Columbia campus. He has worked in the legal profession since the 1960s.

Martha has been with the Appeals Section since September. Before that she worked for the Division of



Employment Security in Kansas City as a contributions field auditor. She graduated from the University of Missouri-Kansas City's Law School in December 2000 and passed Missouri Bar Exam in the spring of 2001.

Referees conduct hearings and issue written decisions in regular unemployment insurance benefit appeals, appeals involving the tax liability of an employer and in other special unemployment insurance programs such as the Disaster Unemployment Assistance (DUA) Program, the Trade Readjustment Assistance (TRA) Program, and the Extended Unemployment Compensation Program (EB).

Worker's Compensation Judges Hold Court at St. Louis Bar Association Luncheon

By Suzette Carlisle, Division of Workers' Compensation

A recent "hour of power" luncheon seminar featured worker's compensation judges from across Missouri. Hosted by the Bar Association of Metropolitan St. Louis (BAMSL), judges answered pressing questions from attorneys about recent case law updates, trial techniques and procedures related to the practice of worker's compensation in Missouri. Larry Leip, special assistant to the director of the Division of Workers' Compensation, also participated in the forum. He provided an overview from the administration's point of view. The seminar was moderated by attorneys Bob Evans, a partner with Evans & Dixon and Ken Vuysteke, a partner with Fox and Vuysteke.

The following Division of Workers' Compensation offices were represented: Cape Girardeau, St. Charles, the Division director's office, and St. Louis. A total of 16 panelists participated.

There was a lively discussion about numerous issues, including administrative procedures, standardizing forms and case law interpretation of occupational disease injuries.

This event was the first time a forum has been provided for judges and attorneys to meet and discuss the practice of worker's compensation outside the court. Participants expressed an interest in repeating the seminar in the future. Plans are underway to schedule a follow up seminar for 2003. More information will be provided about the event early next year.



Participants in the recent forum on workers' compensation, from left to right. First row: Jo Ann Karll, Dineika Walker, Koren Mueller, Margaret Landolt, Kathy Hart and Suzette Carlisle. Second row: Lori Neidel, Michael Moroni, Hope Whitehead, Larry Leip, Linda Wenman, Karla Boresi and Jennifer Schwendemann. Third row: Edwin Kohner, Kevin Dinwiddie and Matthew Vacca.

Procurement Team Wins Missouri Quality Award

A group of Department employees has earned the 2002 Missouri Team Quality Award for their work improving the Department's procurement process. This is only the second time in the award's history that it has been won by a state government agency.

The Missouri Team Quality Award is given by the Excellence in Missouri Foundation, a not-for-profit organization that provides professional educational services and organizational assessments that support the pursuit of performance excellence.

The team was able to recommend changes that greatly improved the purchasing process within the department, effecting a 97 percent improvement in the amount of time required for an order to be placed, and greatly simplifying the process, improving efficiency and decreasing costs.



Team members include, from left: Tammy Cavender, Ken Adams, Lynne Thompson, Kathy Wehmeyer, Terry Old, Juanita Barton and Randy Wilkerson. Not pictured: Robert Crouch.

Reflections

Wayne Forkner retired October 31, 2002 after more than 30 years of service to the Department. Forkner worked as an Auditor II in the Kansas City Contributions Field office of the Division of Employment Security.



According to Forkner, the people he has worked with at the Division of Employment Security have had a big influence on him.

"I have come to know a lot of people during my 30 plus years with Employment Security," says Forkner. "Many have influenced me in how I view life and those around me. As an auditor, the job has remained the same, but the way things are done have changed. I know other auditors who have been around for years, will remember the Combination Audit. What a difference between 'then' and 'now.'" He adds, "It has been a great experience. I will miss my fellow workers a lot (for a while), some for a very long time."

LIFESTYLES

Retirees from September 2002

Division of Employment Security

Chester Kearbey, Unemployment Insurance Auditor II, Contributions Field

Franklin Wright, Unemployment Insurance Auditor II, Contributions Field

New Employees from September 2002

Administrative Services

Kathleen McDonald, Computer Information Technologist II, Information Systems

Division of Workers' Compensation

Bethel Ibarra, Court Reporter II

Judy Scott, Office Support Assistant

Laura Stickann, Office Support Assistant

Division of Employment Security

Susan Ford, Unemployment Insurance Auditor I, Contributions Field

Kevin Nichols, Claims Technician I, Kansas City Regional Claims Center

Lela Nuessle, Claims Technician I, Kansas City Regional Claims Center

Rita O'Dwyer, Claims Technician I, Jefferson City Regional Claims Center

Sadie Shipman, Senior Office Support Assistant, Employer Contributions

Linda Stine, Claims Technician I, Kansas City Regional Claims Center

Christina Veit, Contributions Deputy, Employer Contributions

Governor's Council on Disability

Robert Honan, Executive Director

Promotions from September 2002

Administration

Lori A. Orman, Computer Information Technologist III, Information Systems

Robin Russell, Computer Information Technologist II, Information Systems

Appeals

Martha Neal, Appeals Referee II

Division of Employment Security

Beverly Gallagher, Claims Supervisor III, Jefferson City Regional Claims Center

Patricia Middaugh, Senior Office Support Assistant, Employer Contributions

Desheila Milton, Contributions Supervisor III, Employer Contributions

Tami Sweaney, Contributions Supervisor II, Employer Contributions

Linda Tichelkamp, Claims Technician I, Benefits

Retirees from October 2002

Division of Employment Security

Richard Forkner, Unemployment Insurance Auditor II, Contributions Field

Linda Holland, Contributions Technician II, Employer Contributions

New Employees from October 2002

Division of Workers' Compensation

Dana Bodenschatz, Court Reporter II

Division of Employment Security

Gwen Birge, Office Support Assistant, Employer Contributions

Stephen Byergo, Claims Technician I, Jefferson City Regional Claims Center

Elizabeth Middaugh, Office Support Assistant, Employer Contributions

Melissa Holland-Mitchell, Claims Examiner, Benefits

Governor's Council on Disability

Jan Baird, Executive II

Promotions from October 2002

Administration

James Brock, Computer Information Technologist II, Information Systems

John Spillars, Computer Information Technologist III, Information Systems

Division of Workers' Compensation

Renee Slusher, Division Director

Division of Employment Security

Janice Banks, Claims Supervisor III, St. Louis Regional Claims Center

Robert Barr, Claims Supervisor II, Jefferson City Regional Claims Center

Stephanie Brown, Claims Supervisor II, Benefits

Wendy Coffman, Contributions Technician I, Employer Contributions

Sheila Hicks, Claims Technician II, Springfield Regional Claims Center

Peter Hoehn, Claims Technician II, St. Louis Regional Claims Center

Jill Ikerd, Claims Technician II, Springfield Regional Claims Center

Ruth Jaegers, Claims Supervisor II, Jefferson City Regional Claims Center

Denise Kingsley, Administrative Office Support Assistant, Unemployment Insurance Programs

Juanita McCowen, Labor and Industrial Relations Manager, Benefits

James McKiernan, Claims Technician II, Kansas City Regional Claims Center

Mary O'Keefe, Claims Examiner, Benefits

Karen Pate, Administrative Office Support Assistant, Benefits

Jason Pinkston, Contributions Technician II, Employer Contributions

Thomas Pudlowski, Contributions Technician II, Employer Contributions

Judie Reifsteck, Contributions Technician I, Employer Contributions

Linda Shahangian, Claims Supervisor II, Benefits

Patricia Warner, Claims Technician II, Kansas City Regional Claims Center

Jeffrey Webb, Claims Technician II, Kansas City Regional Claims Center

Denise Williams, Claims Technician II, Kansas City Regional Claims Center

Donna Wilson, Claims Technician II, Springfield Regional Claims Center

Patricia Wise, Claims Supervisor II, Jefferson City Regional Claims Center

Bruce Ziebarth, Claims Technician II, Jefferson City Regional Claims Center

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